



VOICE CONNECT

INTEGRATED COMMUNICATION SPECIALISTS

Desktop Availability 5.0.5

User Guide

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ISV/Software Solutions



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1 Introduction

This application enables a call handler to do the following:

- (1) Make him/herself available and unavailable to accept calls from a queue;
- (2) Initiate and extend a wrap-up time after a call.

2 How to Configure Desktop Availability

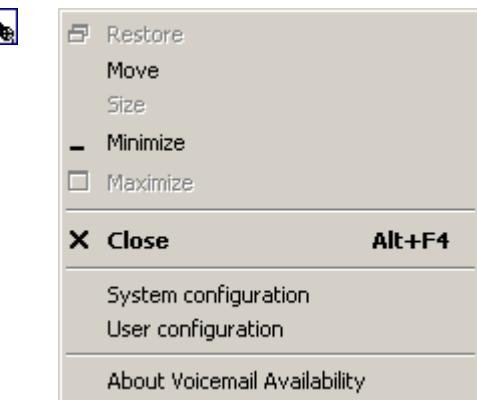
2.1 System Configuration

Do the following procedure.

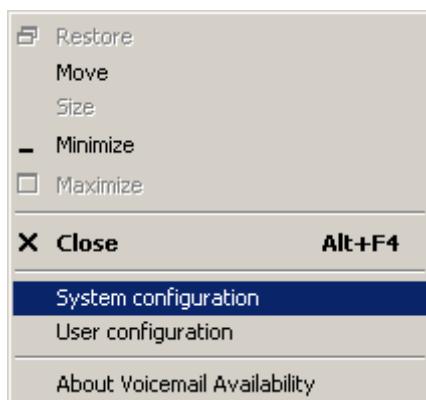
- (1) Log on to the computer (through Microsoft Windows) as an Administrator.
- (2) Start Desktop Availability. It displays the main window, similar to the following.



- (3) Click on the icon at the top left of the window to display the following menu.



- (4) Select **System Configuration** from the menu.



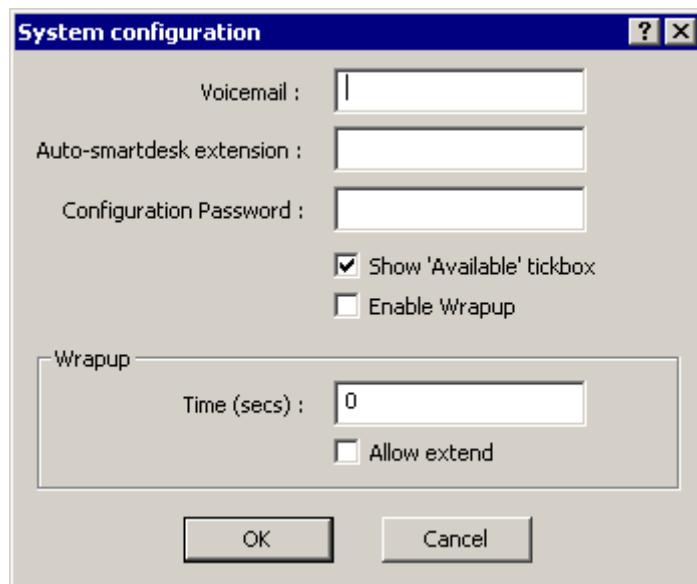
NOTE

This option is only available to an administrator, or user with administrator access.

(5) Desktop Availability displays the following window.

This enables you to specify details for the computer and phone at a desk.

The **User Configuration**, described in Section 2.2 (Page 6), enables you to specify details for a call handler.



(6) Enter the following information.

Voicemail

The I.P. address (or name) of the Voice Connector II (VCII) autoattendant and voicemail server.

Auto-smartdesk extension

This is the extension number of the telephone next to the computer.

When a call handler logs in (through Microsoft Windows) to the computer, the VCII associates the mailbox number of the call handler with the extension number of the phone at the desk. If Q-Master passes a call to the call handler (which it does through the mailbox number of the call handler), it rings the phone at the desk.

You must specify this if call handlers work at different desks. In this situation, each call handler has a mailbox, but does not have an extension associated with it.

If call handlers always works at the same desks, then each call handler has an extension associated with their mailbox number. In this situation you can still specify the extension number, but it is not necessary to do so.

Configuration Password

If you specify a password, Desktop Availability will display the following window the next time that you select the **System Configuration** option, to prompt you to first re-enter the password.

**Show 'Available' Tickbox**

If you select this check box, so that it contains a tick, the main Desktop Availability window contains the **Available** check box that enables a call handler to specify when he/she is available to accept calls.

See Section 2.2 (Page 6).

Enable Wrapup

If you select this check box, so that it contains a tick, in the **Wrapup** area below it, the **Time (secs)** and **Allow extend** check box will be active.

Wrapup

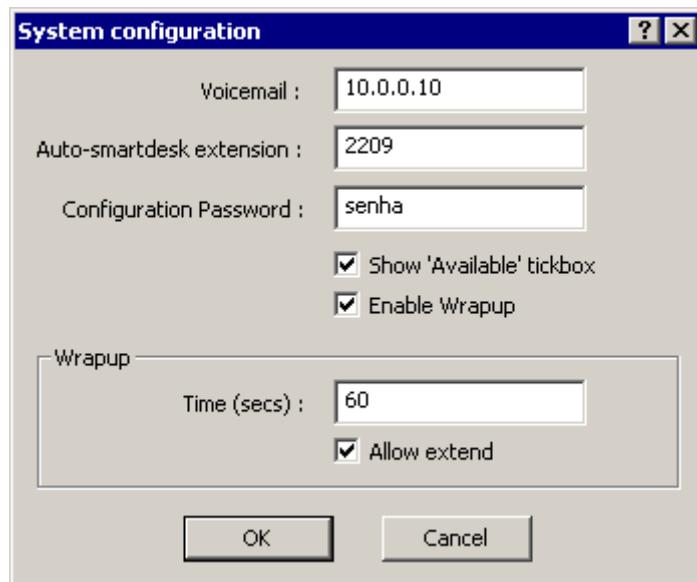
A wrap-up time is a period following a call, during which Q-Master will not pass another call to a call handler. This gives the call handler time to record details about a call before the next one.

Time (secs)

The wrapup time in seconds.

Allow extend

If you select this check box, so that it contains a tick, a call handler can extend the wrapup time if necessary.



- (7) Click the **OK** button.

(8) If you changed the **Auto-smartdesk extension**, Desktop Availability displays the following window. Click the **Yes** button.



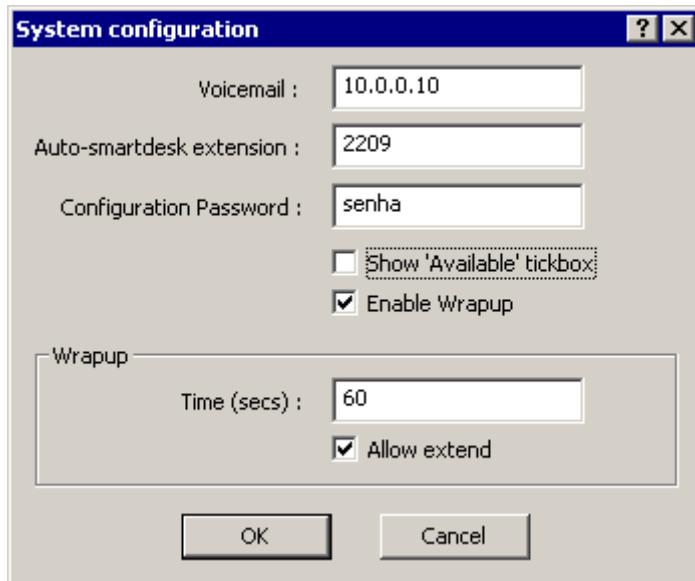
(9) Desktop Availability displays the main window, similar to the following.



NOTE

The above illustration indicates that wrap-up is not available, even though wrap-up is available. This is because a **User Configuration**, which Section 2.3 (Page 7) describes, is not yet specified.

2.2 Available Tickbox



If in the System Configuration, you deselect the check box **Show 'Available' tickbox**, so that it is empty (as shown above), the main window does not have the **Available** check box (as shown below).



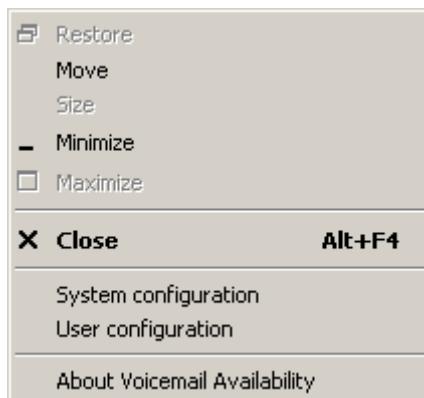
2.3 User Configuration

Do the following procedure.

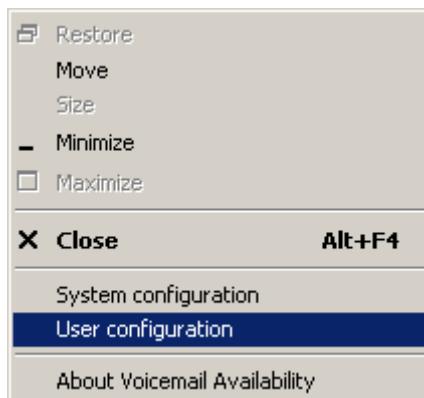
- (1) Log on to the computer (through Microsoft Windows) as a user.
- (2) Start Desktop Availability. It displays the main window, similar to the following.



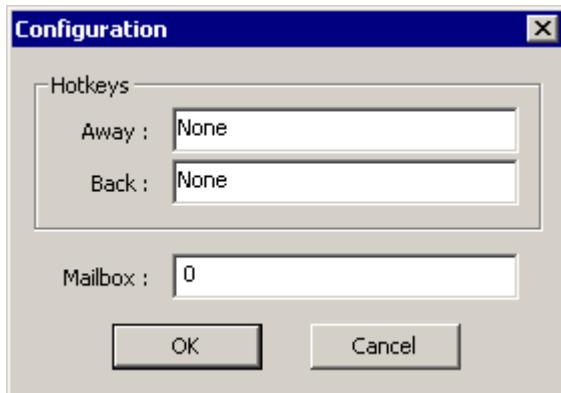
- (3) Click on the icon at the top left of the window to display the following menu.



- (4) Select **User Configuration** from the menu.



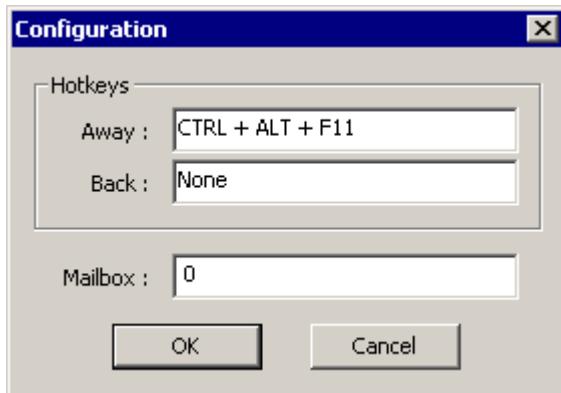
(5) Desktop Availability displays the following window.



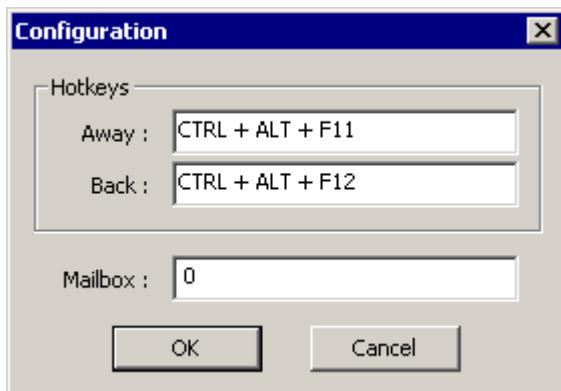
(6) Hotkeys enable the owner of the mailbox to press a single key or combination of keys to suspend and resume acceptance of calls from a queue. To enable Hotkeys, do the following procedure.

WARNING These Hotkeys override other uses of the keys. For example, if you use F11 in any situation, specify CTRL+F11 or ALT+F11 or CTRL+ALT+F11 instead, or some other combination that you do not use.

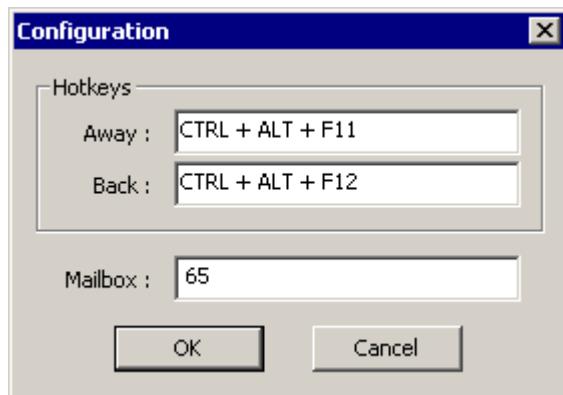
(a) Click in the **Away** box and press the key(s) (e.g. **CTRL+ALT+F11**) that you want to use to suspend acceptance of calls from a queue. Desktop Availability displays the name(s) of the key(s) in the **Away** box.



(b) Click in the **Back** box and press the key(s) (e.g. **CTRL+ALT+F12**) that you want to use to resume acceptance of calls from a queue. Desktop Availability displays the name of the key in the **Back** box.



(7) Click in the **Mailbox** box and key in your mailbox number.



(8) Click the **OK** Button

(9) Desktop Availability displays the main window, similar to either of the following.



If the main window does NOT have the **Available** check box, you can only become unavailable for a brief period by pressing the **Enter Wrapup** key.

3 How to Use Desktop Availability

3.1 Available and Unavailable

If the Desktop Availability main window has the **Available** check box, you can deselect it (so that it is empty) to make yourself unavailable to accept calls.



Then select it (so that it contains a tick), to make yourself available again to accept calls from a queue.

3.2 Wrap-Up

A wrap-up time is a period following a call, during which Q-Master will not pass another call to a call handler. This gives the call handler time to record details about a call before the next one.

- (1) To initiate (and to extend) wrap-up, press the **Enter Wrapup / Away** key.
- (2) To finish wrap-up, press the **Exit Wrapup / Back** key.